

THE COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

FIRST SET OF INFORMATION REQUEST OF THE DEPARTMENT OF  
TELECOMMUNICATIONS AND ENERGY TO COLONIAL GAS COMPANY

DTE 05-18

Respondent: Amy Smith

Information Request: DTE 1-5

Q. Please refer to Section 1, Form A.

- (a) Please explain why, for each month of 2004, Colonial's actual performance for on cycle meter reads falls below the penalty benchmark.
- (b) Please address whether the benchmark might be met with the addition of new employees.
- (c) Provide the number of employees at Colonial who are involved in meter reads and provide the number at Essex and Boston Gas doing a similar job function.
- (d) Address in detail why Essex and Boston Gas were able to meet the benchmark but Colonial was not.
- (e) What specific remedies has the Company considered or implemented to resolve the failure to meet the benchmark level for meter reads?

A.

- (a), (b) Historically, meters in the Colonial Gas Service Territory have been equipped with transponder AMR devices. As the Department is aware, to improve results and meet benchmark levels, KeySpan is replacing the transponders with the ERT devices used in the Boston Gas and Essex Gas service territories. KeySpan has added one new employee to assist with the transponder to ERT change out program.
- (c) The Colonial meter reading department has 16 full time and 2 part time employees. The Boston Gas meter reading department has 25 full time employees. Essex Gas meter reading department has 4 full time employees.
- (d) Essex and Boston Gas were able to meet their meter reading benchmarks because meters in both territories are equipped with ERT meter reading

devices. These devices are more reliable than the transponder devices used in the Colonial Gas service territory.

- (e) As discussed above, KeySpan is replacing the Colonial transponders with the ERT devices used in the Boston Gas and Essex Gas service territories.